



Replacement Sheet

YOR920000718US1

4/11

CANCELLED

Computer



400

Seller's Location

406

Sales Database

408

Communication Network

410

402



Telephone

Manufacturer's Location

404

Web Pages

412

VRU Server

422

Product Catalog

414

Web Server

416

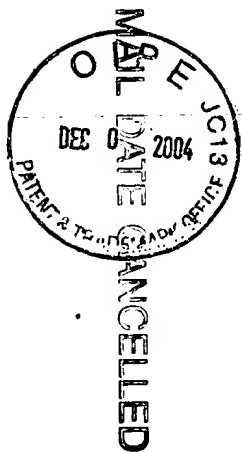
Customer Contact Database

418

Warranty Database

420

Figure 4



822

Acme Inc Web Site

Customer Survey Form (optional)

824

Purchase Information

Date of purchase

Store where purchased

826

Demographic Data

Number of people in the household

Household income

Reason for purchase

How did you hear about the product?

828

Any other comments

832

834 836

Figure 8(c)